



ACCESSING AUDIOLOGY - SANDIP

CASE STUDY

Name

Sandip

Access needs

BSL

Audiology needs

Long term hearing aid wearer, new to area



Meeting the Accessible Information Standard

All providers of NHS care or other publicly-funded adult social care must meet the Accessible Information Standard (AIS).

Five steps of AIS

- Identify
- Record
- Flag
- Share
- Meet

Sandip has moved to a new area and wishes to access his local audiology service. Sandip sees his GP and requests a referral to audiology at the local hospital. His use of BSL is highlighted in the referral. The department operates a partial booking system, and Sandip is sent a letter advising him to contact them to arrange an appointment. Only a landline phone number is provided.

LEARNING POINT 1

Multiple contact methods (such as a departmental mobile phone that accepts incoming text messages or e-mail address) should be provided, particularly if this is critical to appointment booking. Stage 5 of the AIS has not been met. Having identified the barrier to booking an appointment the department has the opportunity to meet stage 3 by flagging in Sandip's record the non-suitability of partial booking for his future care.

Sandip has to ask a colleague to phone and make an appointment. He arrives for his appointment 30 minutes early and the booked BSL interpreter is not due to arrive yet. The audiology clinician, Zane has had a non-attendance appointment. Zane did a Level 1 BSL course a few years ago and can remember some of the information that he learnt. Zane decides to start Sandip's appointment early.

LEARNING POINT 2

The BSL interpreter is an essential part of Sandip's care. While there are clear motivations to starting an appointment early, Sandip's needs can only be partially met without the comprehensive skills of the professional interpreter. Furthermore, Sandip may feel uncomfortable in this scenario, but not feel enabled to raise this.